

Public Buildings

City of Newton Performance Management
September 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Clean and maintain City buildings					
	↑	# of Work Orders Requested	536	350	186
	↑	# of Work Orders Completed	257	375	118
	↑	# of Work Orders Completed Per Day Per Craftsman	1.07	3.5	2.43
	↓	Number of outstanding workorders	681	625	56
	→	% of emergency or safety requests completed within 24 hours	100	100	0
	↑	% of medium or low priority work requests completed within 7 days	24	90	66
2. Manage utility and energy upgrades and consumption					
3. Plan, implement, and oversee capital projects					
	↑	% of capital projects under budget	81	90	9
	→	% of capital projects on schedule	63	90	27

Notes

We are in the process of reevaluating how we measure energy consumption and collecting relevant data for presentation.